

Heritage Will Writers Privacy Policy

In light of The EU's General Data Protection Regulation coming into force on the 25th of May 2018, Heritage Will Writers has designed this privacy policy in preparation for this law.

Personal Data

In the EU's General Data Protection Regulation (GDPR), Personal Data is defined as "...any information relating to an identified or identifiable natural person ("data subject"); an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier; such as a name or identification number, plus location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person."

How we use your information

The following privacy policy will outline how Heritage Will Writers will collect and use your data. This is done so that we can:

- Contact you by telephone, email and post to discuss your situation and objectives to be able to recommend the relevant solutions and services for your requirements
- Perform a Land Registry search on any property you own, to ensure it is held in the correct way to enable the provisions you wish to put in your Wills to be effective
- Complete a full and thorough Fact-find & Instruction Form at our meeting, including collection of the details of relevant family members and friends who you are looking to include in your documents, to ensure your documents are as complete and accurate as possible
- Communicate with you in future years as part of our 'updating service' should there be changes to legislation or best practice that may affect the provisions of your Wills
- Communicate with you in future regarding further pertinent services we offer that may be of benefit to you or your extended family or friend
- Communicate with you in future regarding any pertinent industry news which may be of use and interest to you

Why do we need to collect and store personal data?

In order for us to do any of the above, we must collect and store your data firstly for correspondence purposes. We will ensure that the information collected will only be used for its intended purpose and does not constitute an invasion of your privacy.

Heritage Will Writers may wish to contact you for marketing purposes, however we would contact you for additional consent for that purpose if not already given.

Will we share your personal data with anyone else?

We may need to pass your details onto third parties who are contracted to Heritage Will Writers. Any third parties who we do pass your details onto are obliged to store your details securely and only process them if responding to

requests on our behalf – such as the return of Documents from our Storage Provider. When the time comes that they no longer require your personal data, they will dispose of this accordingly and in line with our company policy. If we wish to pass your personal data to a third party, we will only do so with your explicit consent, unless we are legally obliged to do so otherwise.

How will we use the personal data we collect about you?

Processing data constitutes as collecting, storing and using. We will process this data in accordance with the GDPR. We will do our utmost to keep your information accurate and up to date and not keep it longer than is necessary. Heritage Will Writers may issue occasional reminders to all customers to keep their contact details up to date and will update them accordingly.

Please be advised that there is information that we are required to keep in accordance with the law, such as information needed for tax and audit purposes. We are legally required to keep any correspondence and instructions we have from you and any valid Wills we have written, for up to six years after your death to be able to prove your intentions, as that is the relevant timescale that someone may contest your Will. Personal data may be held for longer than these periods, however this will depend on the individual needs of the company.

Under what circumstances will we contact you?

We will only ever contact you when necessary, or when we think it would be beneficial to you, or when you have requested that we do so. We do not mean at any point to be intrusive or ask for unnecessary information. We will do our best to ensure that the information we hold is as secure as possible to minimise the risk of unauthorised access or disclosure.

Can you find out about the personal data that we hold about you?

If you want to see what personal data we hold on you and how it is processed, you may contact us to request this. This is known as a Data Subject Access Request (DSAR) and you must request this in writing (either by post or email), providing the necessary identification before any information is released. If Heritage Will Writers do store any of your personal data, you may request information on the following:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the GDPR owner, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Heritage Will Writers or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.

- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

What forms of ID will you need to provide in order to access this?

Heritage Will Writers will accept the following forms of ID when information on your personal data is requested: A Certified copy of a Passport, Photo Driving Licence, Utility Bill or Council Tax Bill (from the last three months), or Notarised ID Document.

Contact details of the GDPR Owner

If you wish to submit a DSAR, or have any questions regarding this privacy statement, you must do so in writing using the following information.

Address:

Robert K Hatton - Heritage Will Writers – 5, Elder Court, Wigmore, Gillingham, Kent ME8 0EA

Email: heritagewillwriters@sky.com

Telephone: 01634 365735 or 07809 026196

Use of cookies on the Heritage Will Writers website

To make the Heritage Will Writers website simpler to use, small data files are placed on your computer. These are known as cookies. Most big websites do this too.

They improve things by:

- remembering settings, so you don't have to keep re-entering them whenever you visit a new page;
- remembering information you've given (e.g. your postcode) so you don't need to keep entering it;
- measuring how you use the website so we can make sure it meets your needs.

Our cookies aren't used to identify you personally. They're just here to make the site work better for you. Indeed, you can manage and/or delete these small files as you wish.

You can opt out of [Google Analytics cookies for all sites](#).

To learn more about cookies and how to manage them, visit [AboutCookies.org](#).

i) First Party Cookies

These are cookies that are set by this website directly.

We use Google Analytics to collect information about how people use this site. We do this to make sure it's meeting its users' needs and to understand how we could do it better. Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. We do not use cookies to collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are.

There are also cookies that store basic data on your interactions with WordPress, the CMS running this website.

ii) Third Party Cookies

These are cookies set on your machine by external websites whose services are used on this site. Cookies of this type are the sharing buttons across the site allow visitors to share content onto social networks. Cookies are currently set by Twitter, Facebook and Google+. If you want to prevent sites setting third party cookies, instructions to do so are [here](#).

iii) Log Files

Log files allow us to record visitors' use of the site. These logs are automatically generated from all our visitors, which we use to make improvements to the layout of the site and to the information in it, based on the way that visitors move around it. Log files do not contain any personal information about you.

Links to other websites

Our website may contain links to our partners, as well as other external sites. You should note, that if you click through to any of these external sites, we do not have control over that site. We cannot be responsible for the protection of any information that you provide to these other websites as they are not governed by this privacy statement. You should always exercise caution and look at the privacy statement of whichever website it is that you are visiting.

Policy Changes

Heritage Will Writers reserves the right to change this privacy policy and will post any revisions on this web site. Your continued use of this web site will be subject to the then-current privacy policy.